



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

## *Appendix 2*

### *Report to: Falkirk Council*

#### **SUBJECT: SCOTTISH FIRE AND RESCUE SERVICE LOCAL FIRE AND RESCUE PLAN FOR FALKIRK COUNCIL AREA 2014 – 2017**

#### **1. INTRODUCTION**

- 1.1 This report provides members of the Falkirk Council with an overview of the responses and outcomes to the consultation on the Scottish Fire and Rescue Service (SFRS) Local Fire and Rescue Plan for the Falkirk Council Area 2014 – 2017.

#### **2. BACKGROUND**

- 2.1 Under the Police and Fire Reform (Scotland) Act 2012 Section 41E, the SFRS must prepare a Local Fire and Rescue Plan for each local authority area and submit it for approval to the local authority for which the Plan relates to.
- 2.2 The Local Senior Officer (LSO) is responsible for developing, for the approval of Falkirk Council, the Local Fire and Rescue Plan for the Falkirk Council Area 2014 – 2017. The plan by mutual agreement, should be integrated into the wider plans of the Community Planning Partnership and the Falkirk Single Outcome Agreement (SOA) 2013-15.

### **3 LOCAL FIRE AND RESCUE PLAN FOR FALKIRK the FALKIRK COUNCIL AREA 2014-2017**

3.1 Following the publication of the SFRS Strategic Plan 2013-2016 and identification of national priorities within this, the LSO for Falkirk and West Lothian has drafted the Local Fire and Rescue Plan for Falkirk 2014-2017.

3.2 There are seven priorities identified within the Local Fire and Rescue Plan for the Falkirk Council Area 2014 – 2017, these being:

- Local Risk Management and Preparedness
- Reduction of Accidental Dwelling Fires
- Reduction in Fire Fatalities and Casualties
- Reduction of Deliberate Fire Setting
- Reduction of Fires in Non-Domestic Property
- Reduction in Fatalities and Casualties from Non-Fire Emergencies
- Reduction of Unwanted Fire Alarm Signals.

### **4. CONSULTATION PROCESS**

4.1 Where practical, best practice in public consultation has been followed during the consultation process. <sup>1</sup>

4.2 Consultation with key stakeholders and residents of the Falkirk Council area commenced in December 2013 and concluded on 14<sup>th</sup> February 2014.

4.3 The consultation was undertaken through a range of methodologies including;

- Face to face meetings,
- Presentations at stakeholder meetings,
- Invitations to access an electronic survey toolkit, and
- Distribution of hard copy consultation questionnaires.

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<sup>1</sup> Scottish Government, Consultation Good Practice Guidance, May 2008

- 4.4 During the consultation process responses were received via hard copy questionnaire responses, electronic survey toolkit responses, verbal and written communications, stakeholder written responses and direct feedback from stakeholders.
- 4.5 On completion of the consultation period, all responses were collated and evaluated by staff within the Falkirk LSO area. The evaluation that was undertaken took the format of quantitative and qualitative analysis of responses and comments received during the consultation period. Section 5 below outlines the findings of the evaluation of the consultation responses.
- 4.6 Where the analysis of responses or comments concluded that the Local Fire and Rescue Plan could be enhanced through accepting the response/s or comments, the Plan was amended. Where the analysis of responses or comments concluded that the Plan would not be enhanced the comment or responses were not reflected through an amendment to the Plan.
- 4.7 In certain circumstances, responses and comments were screened and deemed not to be considered in the evaluation of the consultation, due to reasons linked to defamation, inappropriate language, or lack of pertinence to the Local Plan.
- 4.8 In addition to receiving responses from stakeholders in the Falkirk Council area on the Falkirk Local Fire and Rescue Plan, responses and comments were received by stakeholders on the Local Plans developed for all 32 local authority areas. Where relevant and appropriate these responses and comments have been taken into consideration and the Fire and Rescue Plan for the Falkirk Council Area 2014 – 2017 has been amended.

## **5. CONSULTATION EVALUATION**

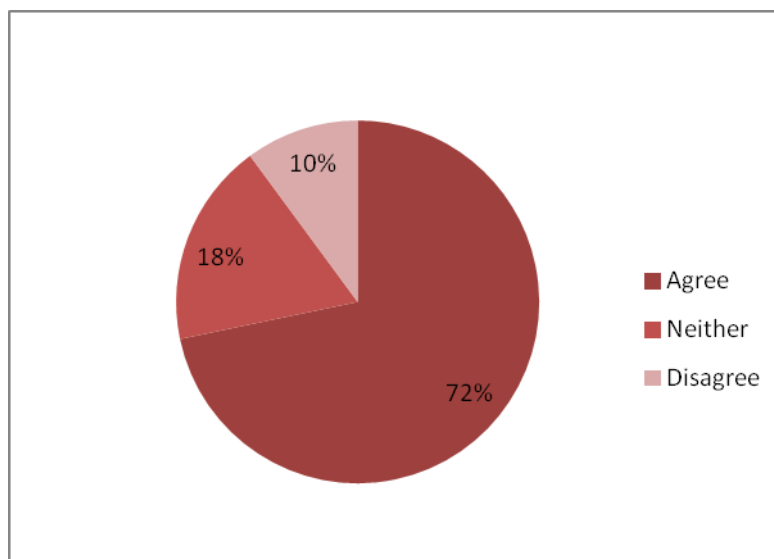
### **5.1 Response returns**

A breakdown of the response returns received during the consultation period that relate to the Falkirk Council Area Local Fire and Rescue Plan is indicated below;

Total Responses	103	
Individuals	95	92%
Organisations	8	8%

## 5.2 Content and formatting (Quantitative Evaluation)

### 5.2.1 Q1. The language is clear and understandable

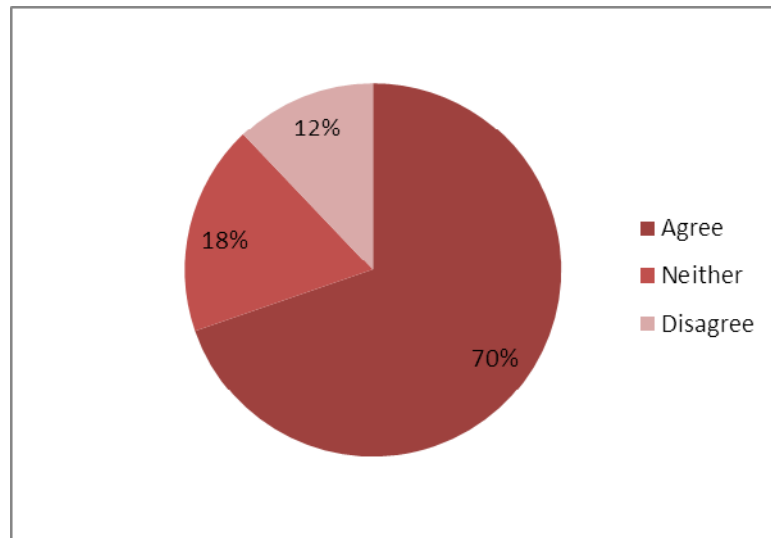


#### SFRS Comment/Action

Whilst a high proportion of respondents indicated that the language is clear and understandable, there are sufficient negative responses to conclude that the language could be clearer and more understandable.

The Local Plan has been reviewed and where possible language, terminology and abbreviations have been made easier to understand.

**5.2.2 Q2. There is a logical progression throughout the plan clearly explaining the plan and context.**

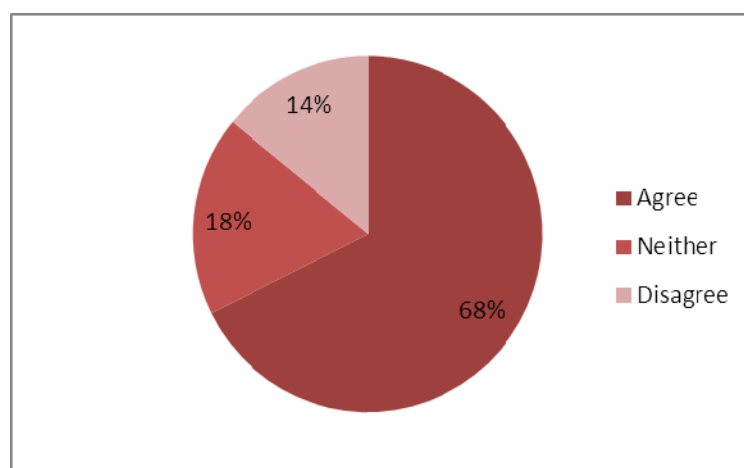


**SFRS Comment/Action**

Whilst a high proportion of respondents indicated that there is a logical progression throughout the Local Plan there a sufficient negative responses to conclude that some elements of Local Plan could be clearer.

The Local Plan has been revised to include flow charts to assist understanding of the logical progression throughout the plan explaining the plan and context.

**5.2.3 Q3. The glossary of terms explains language and terms used fully.**

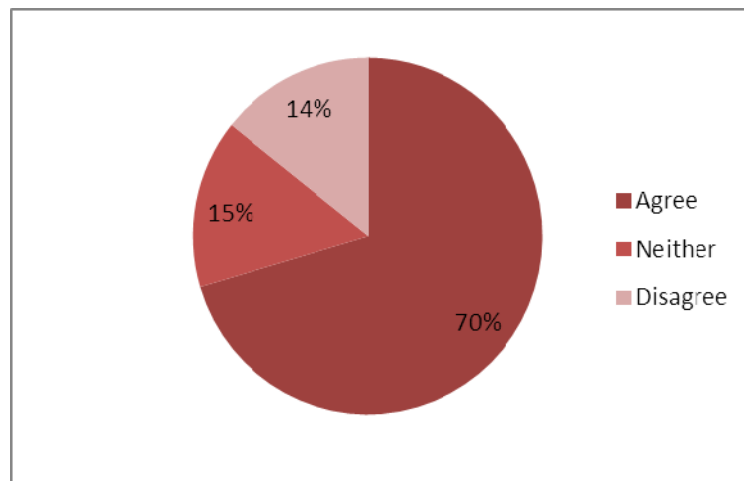


#### **SFRS Comment/Action**

The proportion of disagree and neither agree or disagree responses leads to the conclusion that better use could have been made of the glossary.

The glossary in the revised Local Plan has been expanded upon.

#### **5.2.4 Q4. Where abbreviations are used, these are explained.**



#### **SFRS Comment/Action**

The proportion of disagree and neither agree or disagree responses leads to the conclusion that abbreviations, where used, have not all been fully explained.

The Local Plan has been reviewed to ensure all abbreviations have been explained.

### **5.3 Content and formatting (Qualitative Evaluation)**

#### **Comment/Response**

*Summary of resources available to deliver the Plan. It is considered that the plan would be strengthened by a summary of resources available to ensure the delivery of the plan over a three year period.*

#### **SFRS Comment/Action**

It is accepted that the Local Plan could be enhanced through the inclusion of a summary of available resources. The revised Local Plan incorporates a section on resources.

#### **Response/Comment**

*Some terminology in the document could be clearer. Some use of initials without explanation of their meaning e.g. "Special Service RTCs" and "False Alarm: AFA" in the first column of the table on page 9.*

*Not all abbreviations in the document are explained (see Outcome 1 on Equality Assessment).*

#### **SFRS Comment/Action**

Responses relating to abbreviations are captured in section 5.2.4. The Local Plan has been reviewed and terminology explained where necessary.

#### **Response/Comment**

*The document does not have page numbers making it difficult to reference the different sections.*

#### **SFRS Comment/Action**

Comments on page numbers accepted. The revised Local Plan incorporates page numbering.

#### **Response/Comment**

*The plan consists of a lot of words, but difficult to understand.*

#### **SFRS Comment/Action**

During the review process of the Local Plan a sense check process was adopted to attempt to add clarity where possible.

**Response/Comment**

*This whole report is a waste of money. At 28 pages it is at least 24 pages too long. It repeats itself and does not need all the government propaganda / hokum. All we need are:- 1) The risks 2) What are being done about them.*

*You are constrained by the language of the civil service and it looks as if you are writing for that audience. I am not sure that the plan, as expressed on these lines, is meaningful to most members of the public.*

**SFRS Comment/Action**

To meet the expectations of the Scottish Government and achieve compliance with the Police and Reform Act 2012, a Local Plan was required to be developed, consulted upon and published.

To achieve a degree of consistency the design of the SFRS Local Plan Template has an element of repetition that was required to be included in the Local Plan.

The Local Plan has an element of organisational service planning language and repetition that is difficult to reduce/remove.

**Comment/Response**

*As I have not read the proposed local plan I am unable to comment on it.*

*How can I give my views on a plan which you AIM to publish ??? There is no link to it on this email ! How do we get sight of it ????.*

*I am missing something - I have no idea what 'plan' I am supposed to have read in order to make any sensible comments.*

**SFRS Comment/Action**

It is disappointing that some respondents did not appear to have had sight of the Local Plan, given that it was published on the SFRS Web Site, hard copies were available on request, and hard copies were distributed during face to face consultation meetings. The SFRS will review the consultation methodology to ensure future consultations capture these comments.

**Comment/Response**

*When referring to other documents and strategies, it would be useful to provide details of what it is/who owns it/a link to the document, for clarification.*



**SFRS Comment/Action**

The revised Local Plan contains hyperlinks to relevant documents, where available, and provides information on ownership/author.

**Comment/Response**

*It would be beneficial to include a foreword from an elected member.*

**SFRS Comment/Response**

It is agreed that the Local Plan would be strengthened if a foreword from an elected member was included in the Local Plan. The revised Local Plan includes a foreword from an elected member.

**Comment/Response**

*Provide commentary to contextualize activity tables.*

**SFRS Comment/Action**

It is accepted that the activity table could be enhanced by provided some contextualisation. The revised Local Plan includes a commentary to contextualise the activity table.

**Comment/Response**

*Outcome graphs well received, but benchmark graphs would be better.*

**SFRS Comment/Action**

It is accepted that the outcomes graphs could be enhanced by the use of benchmarking data. The revised Local Plan includes revised outcome graphs.

**Comment/Response**

*Is there any special reason for the 4-year period to which the plan refers?*

**SFRS Comment/Action**

The SFRS Framework 2013 requires that the SFRS produce a three year plan, there is also a requirement to review the plan with-in the life cycle.

**Comment/Response**

*Some plans made a point of the LSO being personally responsible for the plan, which is good.*

**SFRS Comment/Action**

This comment is accepted, the foreword in the Local Plan has been revised to demonstrate that the LSO is responsible for the Local Plan.

### Comment/Response

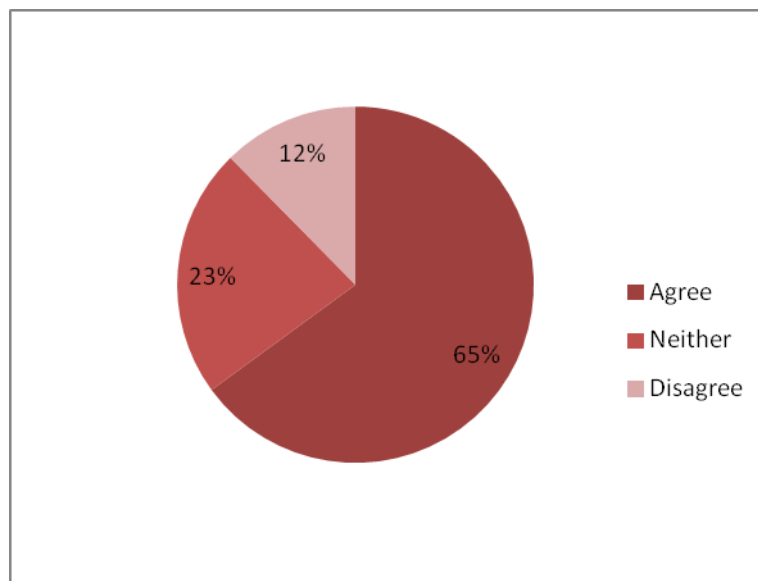
*Consider inserting community needs box for achieving outcomes.*

### SFRS Comment/Action

This comment has been accepted, the achieving outcomes section of the Local Plan has been revised to include community needs.

## 5.4 Profile and Risk (Quantitative Evaluation)

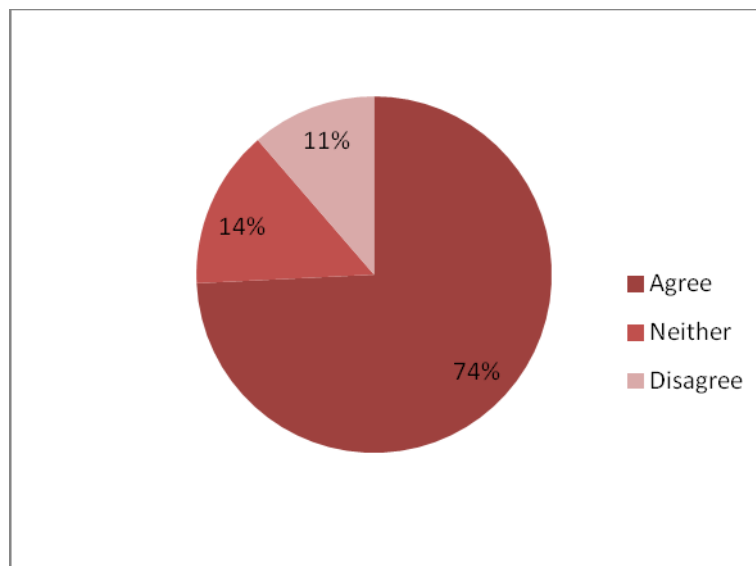
### 5.4.1 Q5. Priorities have been effectively developed.



### SFRS Comment/Action

From the high proportion of respondents who agreed or neither agreed or disagreed, it is indicative that there is a broad agreement that priorities have been effectively developed. There are a number of qualitative comments and responses that give an indication that the SFRS could provide some additional focus on local risk and profile, these comments are captured in the qualitative comments section/s of this report.

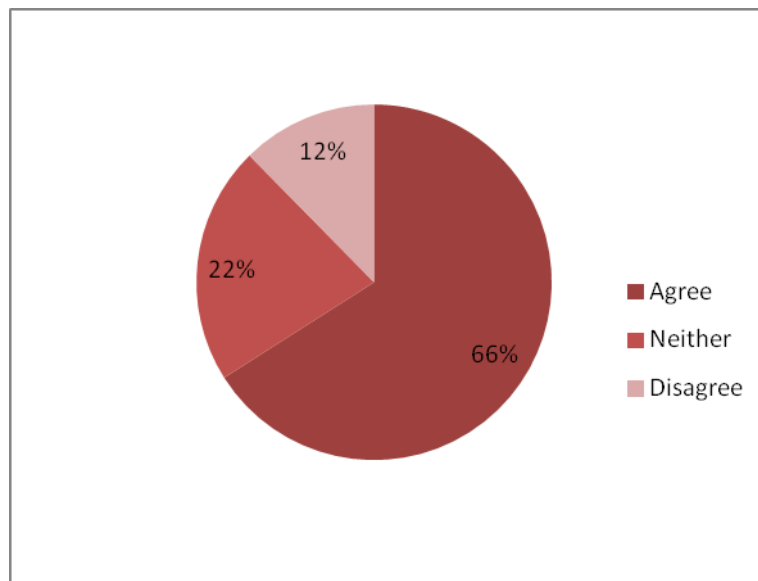
#### 5.4.2 Q6. The Service understands local risks and uses this knowledge to plan how it deploys resources.



### SFRS Comment/Action

From the high proportion of respondents who agreed or neither agreed or disagreed, it is indicative that Service understands local risks and uses this knowledge to plan how it deploys resources. There are a number of qualitative comments and responses that give an indication that the SFRS could provide some additional focus on local risk and resource deployment, these comments are captured in the qualitative comments section/s of this report.

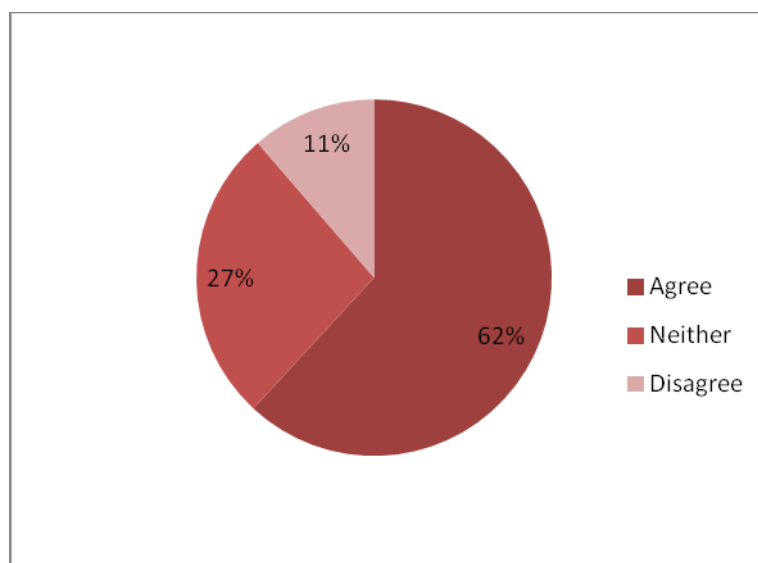
**5.4.3 Q7. The Plan shows how my local Service will meet Scottish Government National Outcomes.**



**SFRS Comment/Action**

From the proportion of respondents disagree or who neither agreed or disagreed, it is indicative that there could be some added clarity on how the Local Plan will meet Scottish Government National Outcomes. The Local Plan has been revised to include flow charts to add clarity in this area.

**5.4.4 Q8. The Plan shows how the Fire and Rescue Service's national Equality Outcomes will be met within my local area.**



**SFRS Comment/Action**

The high proportion of disagree and neither agree or disagree responses leads to the conclusion that it could be clearer how the Fire and Rescue Service's national Equality Outcomes will be met within the local area.

The Local Plan has been revised to make it clearer how the Fire and Rescue Service's national Equality Outcomes will be met within the local area.

**5.5 Profile and Risk (Qualitative Evaluation)****Response/Comment**

*The Council appreciates that locally you have to work within a consistent national framework but we very much hope that considerable flexibility exists to give the Falkirk Fire and Rescue Plan a strong local identity. One example of this is the importance of the Grangemouth refinery and petro chemical complex to the local area. We note that this is referenced in the draft plan, but recognising the local and national importance and risk of this national industrial asset we would suggest that this needs to be more strongly referenced in the plan. One of the benefits of the Scottish Fire and Rescue Service is making available national assets in response to major incidents. It may therefore be helpful to reference both the local and national assets which are available in planning a response to a potential major incident, which would be in keeping with this industrial asset's importance.*

**SFRS Comment/action**

This comment is accepted insofar that the Local Plan could be strengthened by a section that includes assets/resources that are available in the local area and across Scotland. A more explicit reference to the Grangemouth refinery and petro chemical complex could also enhance the Local Plan. The revised Local Plan takes cognisance of these comments and has been amended to reflect them.

**Response/Comment**

*We expect local plans to set out local solutions to national priorities: there's less evidence of local tailoring than expected, as well as being less targeted. An example would be referencing chimney fires in rural and island communities, as there were 508 chimney fires recorded in the 2012-13 fire statistics report. Other specific risks with linked action, such as motorways, prisons and high rise flats should be included where relevant – this was more explicit in some plans than others.*

*The diagram shown is only a map showing the wards into which the Falkirk Council area is divided. (Map of Falkirk Council's wards.)*

**SFRS Comment/Action**

As the Local Plan covers a large local authority geographical area where there can be diverse socio-demographic differences, reference to specific types of incidents linked to areas is considered to be too focussed. It is envisaged that the development of Ward Plans will capture this type of level of detail.

**Response/Comment**

*If Grangemouth is recognised as being a large risk then how is removing the Command and Control vehicle from Bo'ness Station and not having one in this area considered a step forward and improvement for the safety of residents in this area..*

**SFRS Comment/Action**

In recognising the concept of more equitable access to Fire and Rescue Services resources across Scotland, it is a strategic aim of the SFRS to ensure access to the right resources are in place based on community risk profile. At this time, no decision has been taken by the SFRS Board on the distribution or re-distribution of resources throughout Scotland.

**Response/Comment**

*I am impressed by the commitment of Fire and Rescue to partnership working and by their intimate knowledge of the local area.*

**SFRS Comment/Action**

No comment/action required

**Comment/Response**

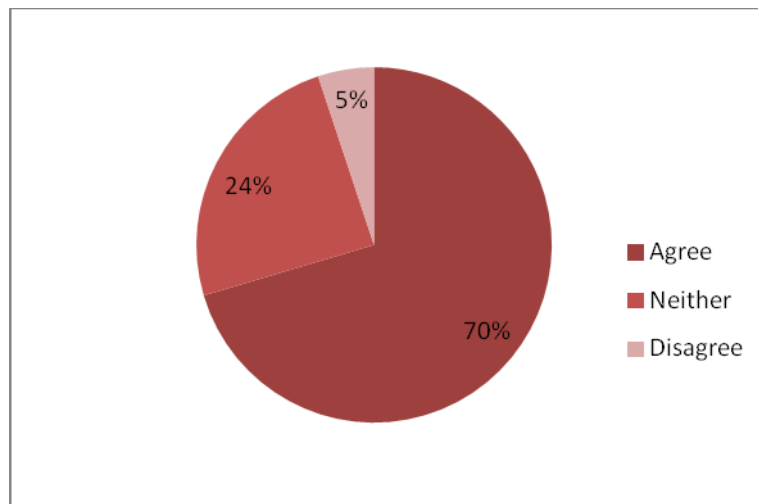
*Under local assessment section, include reference to SOA, Strategic Assessment etc, a local SOA feel need to be included here.*

### **SFRS Comment/Action**

The revised Local Plan will include a more explicit reference to the SOA outcomes.

## **5.6 Priorities (Quantitative Evaluation)**

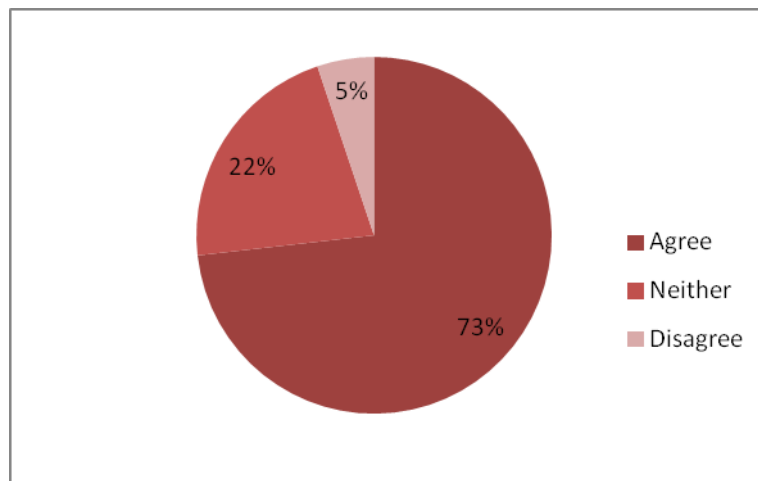
### **5.6.1 Local Risk Management and Preparedness**



### **SFRS Comment/Action**

The high proportion of agree and neither agree or disagree responses coupled with the low proportion of disagree responses leads to the conclusion that the respondents are supportive of this priority. No action required.

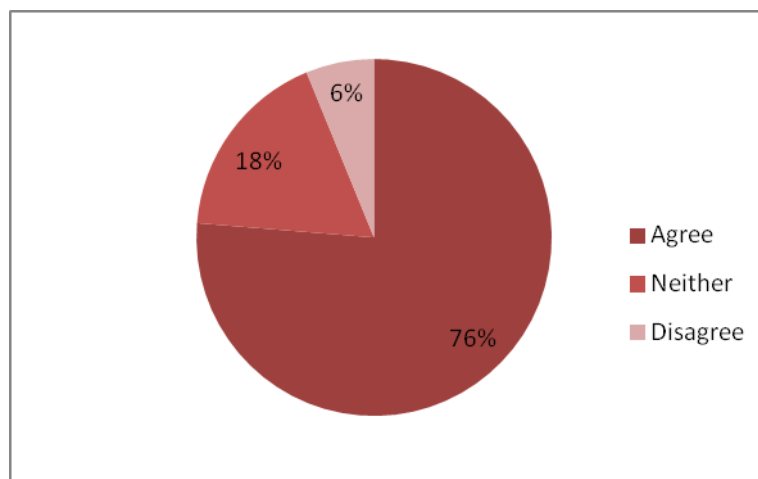
### 5.6.2 Reduction of Accidental Dwelling Fires



#### SFRS Comment/Action

The high proportion of agree and neither agree or disagree responses coupled with the low proportion of disagree responses leads to the conclusion that the respondents are supportive of this priority. No action required.

### 5.6.3 Reduction in Fire Casualties and Fatalities

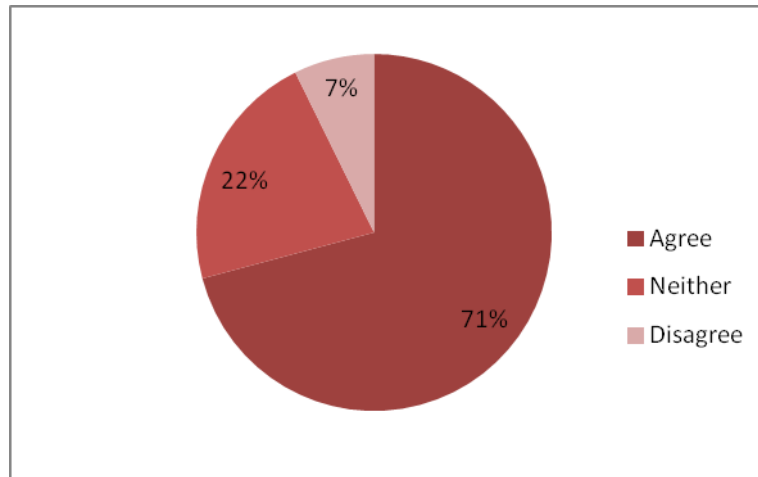


#### SFRS Comment/Action

The high proportion of agree and neither agree or disagree responses coupled with the low proportion of disagree responses leads to the conclusion that the respondents are supportive of this priority. No action required.



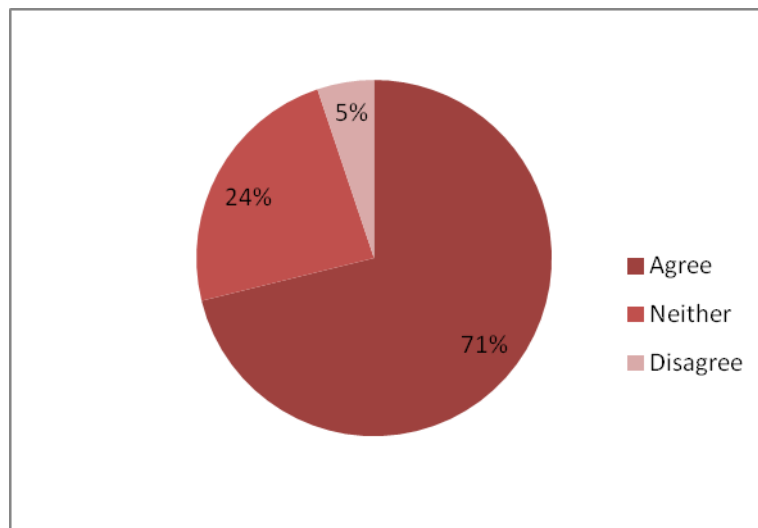
#### 5.6.4 Reduction of Deliberate Fire Setting



##### SFRS Comment/Action

The high proportion of agree and neither agree or disagree responses coupled with the low proportion of disagree responses leads to the conclusion that the respondents are supportive of this priority. No action required.

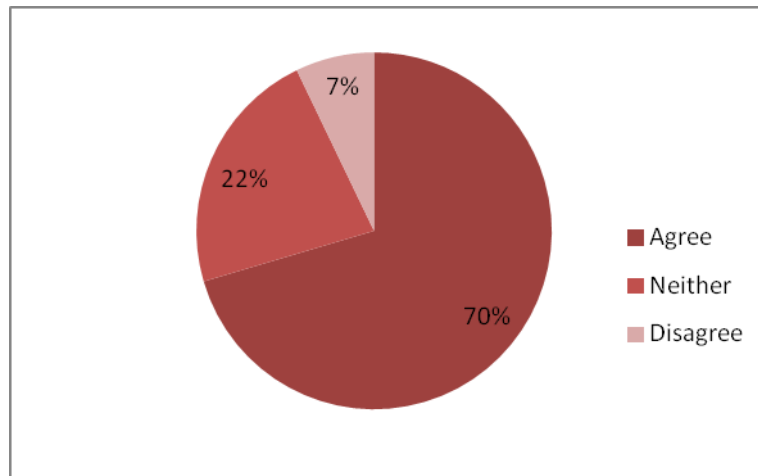
#### 5.6.5 Reduction of Fires in Non Domestic Properties



##### SFRS Comment/Action

The high proportion of agree and neither agree or disagree responses coupled with the low proportion of disagree responses leads to the conclusion that the respondents are supportive of this priority. No action required.

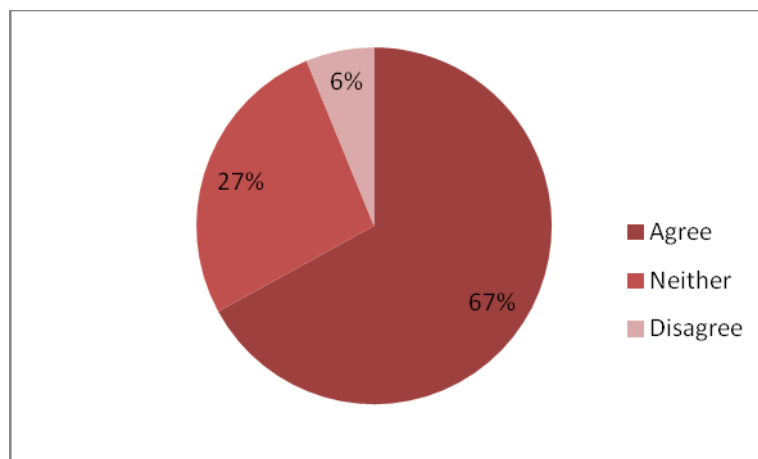
#### 5.6.6 Reduction in Casualties from non Fire Emergencies (including Flooding and Road Traffic Collisions)



##### SFRS Comment/Action

The high proportion of agree and neither agree or disagree responses coupled with the low proportion of disagree responses leads to the conclusion that the respondents are supportive of this priority. No action required.

#### 5.6.7 Reduction of Unwanted Fire Alarm Signals



##### SFRS Comment/Action

The high proportion of agree and neither agree or disagree responses coupled with the low proportion of disagree responses leads to the conclusion that the respondents are supportive of this priority. No action required.

## **5.7 Priorities (Qualitative Evaluation)**

### **Comment/Response**

*For the priorities on 'Reducing Accidental Dwelling Fires' and 'Reducing Casualties from Non Fire Emergencies' we would suggest that action which the Scottish Fire and Rescue Service will take should include leading the 'Safety' strand within the Community Safety Partnership. This will provide the Service with a major opportunity to develop and implement approaches at a partnership level. We would also wish to highlight the need for reducing deaths and casualties from road traffic accidents to have a strong place within the 'Reducing Casualties from Non Fire Emergencies' priority.*

### **SFRS Comment/Action**

This comment is accepted with reference to the SFRS leading the 'Safety' strand within the Community Safety Partnership being included in the revised Local Plan.

### **Comment/Response**

*For the priority on 'Reducing Deliberate Fire Setting' we would suggest that action which the Scottish Fire and Rescue Service will take in collaboration with other Community Safety partners should be the pursuit of intelligence led tasking and co-ordination. This will identify and resolve areas / communities where the incidence of deliberate fire setting is high.*

### **SFRS Comment/Action**

The revised Local Plan makes reference where applicable to the SFRSs involvement in the Community Safety Partnership Monthly/Fortnightly/Daily tasking/co-ordinating process.

**Comment/Response**

*In terms of the priorities on 'Reducing Fire In Non Domestic Premises' and 'Reducing Unwanted Fire Alarm Signals' we would suggest that there is scope for the Scottish Fire and Rescue Service to seeks access to the Falkirk Business Panel, through the Council's Economic Development Service. This could help to raise the profile of this issue and pursue prevention based approaches.*

**SFRS Comment/Action**

This comment is accepted and the priorities to, Reduce Fire In Non Domestic Premises and Reduce Unwanted Fire Alarm Signals have been amended in the revised Local Plan to include partnership working with key stakeholders and partners to achieve the desired outcomes.

**Comment/Response**

*As raised at the Council's Scrutiny Committee recently, we would urge the Scottish Fire and Rescue Services to maintain routine inspection visits to licensed premises in tandem with Council Licensing Officers.*

**SFRS Comment/Action**

As reported to the Falkirk Council Scrutiny Committee on the 14<sup>th</sup> November 2013 and subsequently on the 13<sup>th</sup> March 2014, on a risk based approach, the SFRS does not consider it best use of resources or best value to undertake routine joint inspections of licensed premises. However, through specific targeted initiatives or via thematic inspection processes, the joint inspection of licensed premises is regarded as a valuable partnership initiative, and will continue in the future. Due to the specific nature of this comment and SFRS response there is no requirement for inclusion in the revised Local Plan.

**Comment/Response**

*To reflect flooding threat to industry and how the SFRS will take action to "keeping industry working" is an ideal opportunity to link in with LA flood plan and MICC is working in partnership for this specific reason, hence we have/will identified how and with who.*

**SFRS Comment/Action**

This comment is accepted and the risk management and preparedness sections of the Local Plan has been revised to reflect this comment.

**Comment/Response**

*There is considerable repetition, which could be eliminated and more specific examples given on, for example, how disasters in the chemical industry will be managed. I also note no reference to air or rail accidents.*

**SFRS Comments/Action**

During the review of the Local Plan focus was given on providing examples of specific risks in the Falkirk area. In recognising that the Local Plan is an overarching plan that details the risk profile in the Falkirk area, it is envisaged that the development of Ward Plans, that support the Local Plan, will capture risk profiles at a more local level.

**Comments/Response**

*Except for the work done on road safety I thought the SFRS already worked on the strategies mentioned in the document.*

**SFRS Comment/Action**

Whilst the 8 antecedent FRSs and the SFRS have developed strategies on most of the priorities in the Local Plan, Local Plans are the vehicle whereby the SFRS will publicly state it's priorities, aims and objectives to key stakeholders, which includes members of the public.

**Comments/Response**

*Continue to provide resources into training and education for all ages of the community.*

**SFRS Comment/Action**

Community safety engagement and education activities and initiatives will continue to be a focus of the SFRS. The Local Plan captures examples of this which will be supported by the development of Ward Plans.

**Comments/Responses**

*File great info but doesn't say what next steps are in terms of delivering it.*

### **SFRS Comment/Action**

It is envisaged that Ward Plans will be developed to support the Local Plan. Ward Plans will contain the detail of 'what will be done' and 'how it will be done' at ward level and these plans will contain the level of detail requested.

### **Comment/Response**

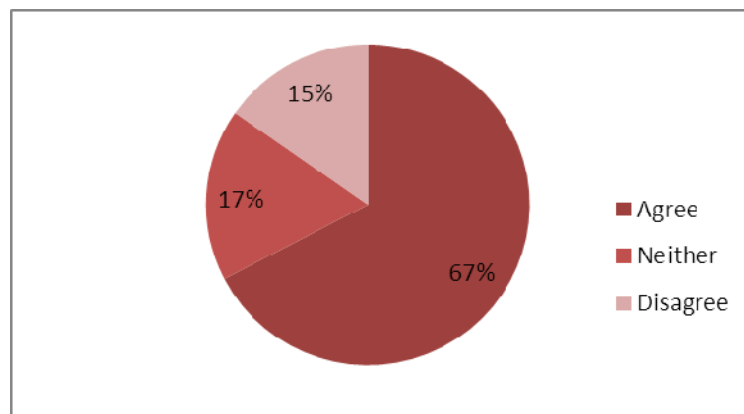
*My local area has had a surge in willful fire raising and there has been no criminal prosecutions and a lot of property damage, the figures do not seem to reflect this.*

### **SFRS Comment/Response**

The graphs contained with the local plan are an accurate reflection of incidents to which the SFRS attended. The statistical data contained in the Local Plan is reported to the Falkirk Council Scrutiny Committee. The Local Plan provides details of how the SFRS will prioritise the reduction of deliberate secondary fires, of which wilful fire-raising is a contributory element.

## **5.8 Achieving Local Outcomes (Quantitative Evaluation)**

### **5.8.1 Q12. It is clear how the fire and rescue service are held to account for their performance in the local area.**



### **SFRS Comment/Action**

The relatively high proportion of disagree and neither agree or disagree responses indicates that there is a lack of clarity on how the SFRS is held to account for their performance in the local area.

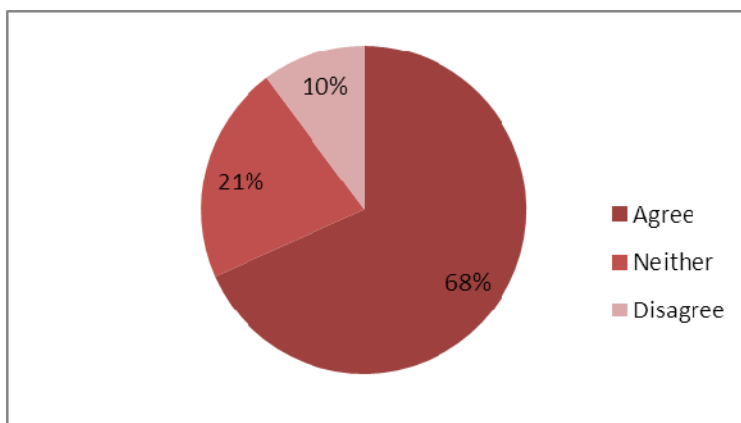
### **SFRS Comment/Action**

A quarterly performance report is submitted to the Falkirk Council Scrutiny Committee who hold the LSO to account for performance in the local area. The minutes of these Scrutiny Committee meetings and the performance reports are available on the Falkirk Council COINS system.

A revised reporting framework, which reflects the priorities in the Local Plan is currently under development and will be submitted to the Scrutiny Committee for approval once the Falkirk Local Plan is approved and adopted by Falkirk Council.

Consideration will be given to making the revised reporting framework more accessible to stakeholders.

#### **5.8.2 Q13. It is clear within the plan what legislation, plans and agreements have informed the development of this local plan.**



**SFRS Comment/Action**

In recognising that a proportion of respondents disagreed or neither agreed or disagreed with the question that it was clear within the Local Plan what legislation, plans and agreements have informed the development of this Local Plan, consideration will be given to identifying means of clarifying this section of the Local Plan.

**5.9 Achieving Local Outcomes (Qualitative Evaluation)****Comment/Response**

*As you will be aware all partners are being asked to collaborate and contribute to Community Planning on a more equal basis. While the draft plan covers traditional Community Safety priorities, there is an opportunity for the Scottish Fire and Rescue Service to state how it will contribute to the wider aspects of the Strategic Community Plan and our SOA. This could be achieved in a simple manner by stating what contribution the Service will make to each of the key thematic areas of the Strategic Community Plan / SOA.*

**SFRS Comment/Action**

This comment is accepted. The Local Plan has been revised by providing a matrix table that outlines how the SFPR priorities contribute to the SOA key thematic areas.

**Comment/Response**

*We welcome proposals to develop more localised plans and look forward to engaging with you on how best to achieve this. In our view it would be helpful if there could be consistency with Police Neighbourhood / Ward plans.*

**SFRS Comment/action**

This comment aligns to the aspirations of the SFRS and the LSO. Cognisance will be taken of Police Neighbourhood / Ward plans when developing SFRS Ward Plans.

**Comment/Response**

*Inclusion of specific and measurable improvement targets. It is considered that whilst the plan contains a number of targets, these are either at a national level or generic i.e. continuous improvement. The plan would benefit from specific and measurable target...to allow members to exercise their scrutiny function.*



*SFRS targets: as was discussed during their development, they were designed to be adapted/modified to address local risk profiles/circumstances. We would expect to see the contribution being made to overall targets in local plans – perhaps links to which targets are of particular relevance in a local area?*

*Could benefit from setting out specific criteria to outline exactly what their targets are and how these will be achieved and measured.*

#### **SFRS Comment/Action**

It is accepted that the targets set in the Local Plan could have a more local focus, which is linked to the SOA. The targets set in the revised Local Plan have been amended to reflect these comments.

#### **Response/Comment**

*The Local Fire and Rescue Plan for Falkirk 2014-2017 is an exercise in local government policies and many of the issues covered within it should not be incorporated into the SFRS objectives but remain at government level.*

*I am always amazed at how much money is wasted on rhetoric, performance indicators and absolutely pointless targets for any publicly run organisation. Value the front-line staff more and provide them with the equipment and training to do their jobs and that is all that's really needed. If there really was a true intention to improve the Fire and Rescue Service you would pay them more and train them as paramedics as in the USA.*

#### **SFRS Comment/Action**

The Police and Fire Reform Act 2013 and the Scottish Government publication 'The Fire and Rescue Framework for Scotland, 2013' sets out the governance arrangements under which the SFRS will operate set its priorities. It is not within the remit of SFRS to deviate from these governance arrangements.

#### **Response/Comment**

*Performance data only covers 3 years, is this insufficient for reliable identification of trends? The method of identifying the trends appear to be inconsistent. It can be either final year outturn against the 3-year average OR final year outturn against the previous year outturn. The graphs containing empirical incident data on performance are not clear on what period the quarters relate to. Is it financial years commencing March or calendar years commencing January?*

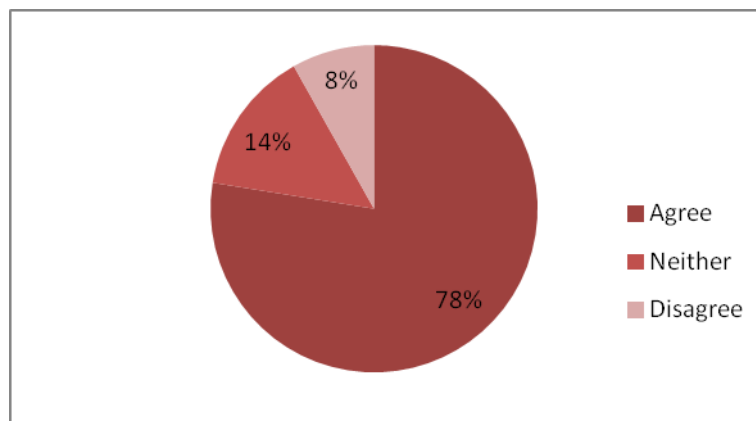
### **SFRS Comment/Action**

As a benchmark the Scottish Government and SFRS adopts a rolling three year period as suitable timeframe to measure performance. The graphs contained within the Local Plan have been reviewed to confirm relevant data is clear and understandable.

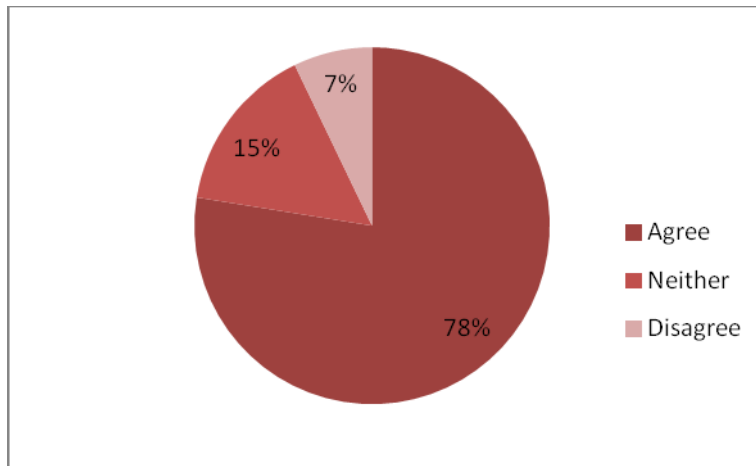
#### **5.10 Let Us Know How We Are Doing (Quantitative Information)**

Whilst the responses and comments made in this section and section 5.11 below do not necessarily require to be taken into consideration in the context of making revisions to the Local Plan, the responses provide a valuable insight into the perceptions of the respondents of how the SFRs is performing. Whilst acknowledgement is taken of the responses and comments in this section SFRS comments and actions are not considered to be required.

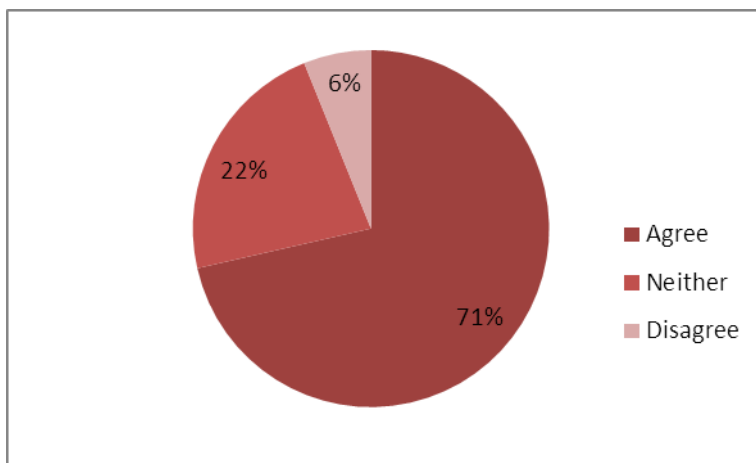
##### **5.10.1 Q14.1 Prevention through education, advice and engagement should continue to be the key focus of our work and the local fire and rescue service plan.**



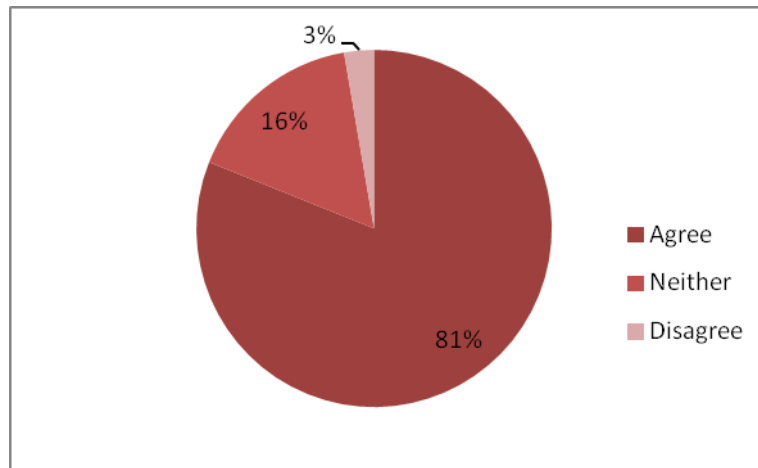
**5.10.2 Q 14.2 Our priorities are sufficiently focussed on improving safety.**



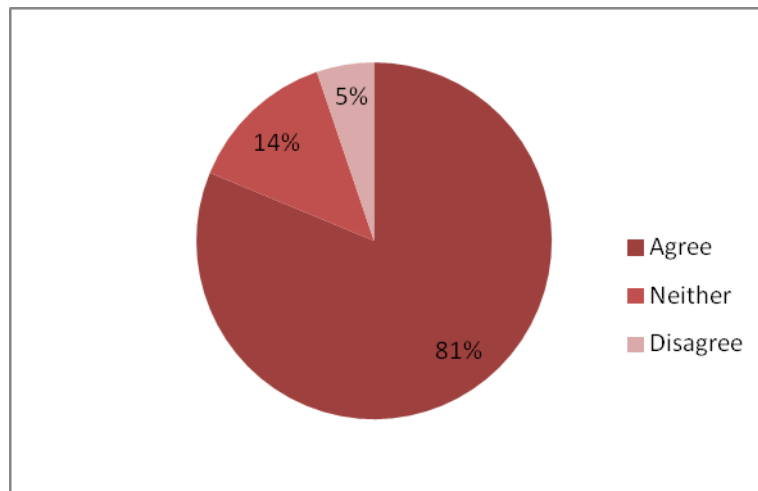
**5.10.3 Q 14.3 We are adequately focussed on equality in communities.**



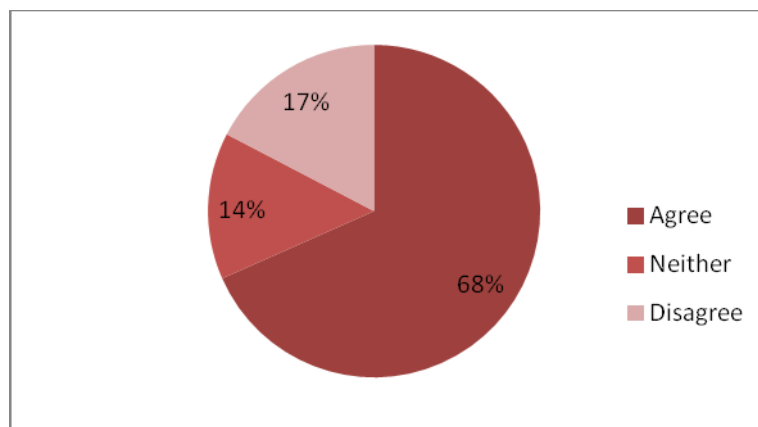
**5.10.4 Q 14.4 I have confidence in the Fire and Rescue Service in my area.**



**5.10.5 Q 14.5 I am satisfied with the Fire and Rescue Service in my area.**



**5.10.6 Q 14.6 I know how to contact the Scottish Fire and Rescue Service for non emergency advice.**



## 5.1 Let Us Know How We Are Doing (Qualitative Information)

### Responses/Comments

*The Council (Falkirk) welcomes the draft new plan in that it clearly builds on the outgoing plans, has strong links to our Strategic Community Plan and our Single Outcome Agreement (SOA) and to the Community Safety Partnership's priorities.*

*I have much appreciation for the service provided by SFRS and realise the difficult circumstances under which they have to operate. I would like to see their aims and objectives fulfilled with the support and means supplied by the Scottish Government.*

*I do feel that the Fire Brigade men and women do such a worthwhile job, its not only about putting out fires.*

*I hope the Fire Service continue to carry out a good job in my community.*

*I am always willing to provide feedback to surveys but only if I am asked to express my views in a sensible manner. I find your type of survey nothing more than for the self gratification of management. Questions are geared towards knowing the answers you are wanting to hear.*

*Keep up the good work.*

*This appears to be a way to cut costs and little else.*

*This is all about cutting costs...One hopes that the need to make savings doesn't put the public in any danger.*

*Visit to church building was very helpful and separate visit to toddlers group with hose was much appreciated! Opportunities for gentle and clear education were taken on both occasions very well.*

## 6. CONCLUSION

- 6.1 It can be concluded that the consultation process proved a valuable tool in gaining an understanding of the views and perceptions of key stakeholders on the Local Fire and Rescue Plan for the Falkirk Council Area.
- 6.2 As intimated in the main section of this report the Local Plan has been revised to take cognisance, where appropriate and relevant, of the comments and responses received during the consultation period.
- 6.3 The revised Local Fire and Rescue Plan for the Falkirk Council Area 2014-17, is attached in Appendix 1 of this report.

## **7. RECOMMENDATION**

7.1 Falkirk Council Scrutiny Committee is invited to:

- Note or otherwise the content of this report,
- Approve or otherwise the revised Local Fire and Rescue Plan for the Falkirk Council Area 2014-2017,
- Agree to forward the Local Plan to the Falkirk Council Executive for formal approval and adoption.

Gary Laing  
Local Senior Officer  
Falkirk and West Lothian

May 2014

Appendix 1 – (Revised) Local Fire and Rescue Plan for the Falkirk Council Area 2014-2017